ALLAN JACOB ENOVA
IT-Tech Support

Success-driven and adaptable IT professional with extensive experience in IT operations, technical support, customer service, network troubleshooting, and system maintenance. Skilled in hardware/software installation, server administration, cybersecurity practices, and supporting office staff across fast-paced work environments. Adept at resolving technical issues, managing IT infrastructure, and delivering high-quality end-user support.

CONTACT

📱 | +971 56 1624 331
    +63 927 6695 7991

✉ | barcomptech69@gmail.com
    info@allanenova.site

🌐 | allanenova.site

📍 | Diera Dubai UAE

EDUCATION

Computer Science
Naga College Foundation
2000-2001
Naga City Camarines Sur

Computer Technician
Naga College Foundation
2001-2002
Naga City Camarines Sur

Core Skills & Technical Proficiency

- Operating Systems: Windows (Client & Server), macOS
- Networking: DNS, DHCP, TCP/IP, Wi-Fi Management, Routers, Switches, Cabling, Patching
- Server Management: Windows Server 2012, Active Directory, NAS Devices, Backup Systems
- Security: Cybersecurity basics, user training, security policy implementation
- Hardware/Software: Installation, configuration, troubleshooting, diagnostics
- CCTV: Installation, configuration & maintenance
- Web Development: Website design, development & maintenance
- SEO: Search Engine Optimization

Reference

Upon Request

WORK EXPERIENCE

Filing Clerk cum IT Support
April 2022-to present.

Al Shamsi & Partner Advocates & Legal Consultants
Vision Tower Business Bay Dubai UAE

- Database Management operator for filing documents
- Diagnose and resolve technical issues related to network connectivity, software functionality, and hardware malfunctions.
- Manage outsource IT Team to escalate and resolve complex technical problems.

IT Support Specialist
Feb 2016- March 2022

BMG Group
Dubai Airport Fzco

- Install, upgrade, and configure software applications and operating systems.
- Perform hardware diagnostics, repairs, and replacements.
- Implement and enforce security measures to safeguard information and systems.
- Company Email Setup
- Configure and troubleshoot routers, switches, and other network devices.
- Maintain and Manage Server 2012
- Implement VPN main office to branch network connectivity
- Maintain the connectivity of the network from server of accounts system to branch sales.
- CCTV installation and Maintenance

IT Support Specialist
May 2014-Nov 2015

Almatroshi Creative Servicing & Consultancy
Diera Dubai

- Provide excellent customerserviceand technical supportto end-users.
- Educate users on basic computer usage and best practices for cybersecurity.
- Implement and enforce security measures to safeguard information and systems.
- Company Email Setup
- CCTV installation
- Network Infrastructure, Data and Voice cabling, patching, network cable tracing & crimping.

IT Support Specialist
June 2008-March 2013

Capitol Complex Tourism Department
Camarines Sur PH

- POS Maintenance and Setup
- Install, upgrade, and configure software applications and operating systems.
- Implement and enforce security measures to safeguard information and systems.
- CCTV installation
- Configure and troubleshoot routers, switches, and other network devices.
- ·Maintaining Wi-Fi Network to Hotel and Bar and Restaurant

SUMMARY

- Install,configure, and troubleshoot computer hardware, software, and peripherals.
- Network Trouble Shoot Knowledge & hands-on experience in cabling, patching, network cable tracing & crimping.
- Diagnose and resolve technical issues related to network connectivity, software functionality, and hardware malfunctions.
- Collaborate with other IT team members to escalate and resolve complex technical problems.
- Maintain and update documentation of IT procedures, configurations, and troubleshooting steps.
- Conduct remote and on-site support for end-users, ensuring minimal disruption to their work.
- hands-on experience in configuring, installing and troubleshooting - Windows Servers / MS Active Directory/ NAS devices / Backup software's / Firewalls.
- Experienced web developer with a background in designing and building responsive, user-friendly websites, website maintenance.